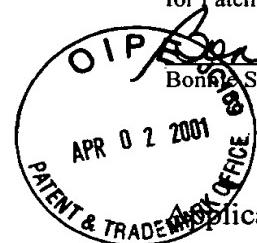


Docket No. 23689-210

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PATENT

CERTIFICATE OF MAILING

I hereby certify that this paper is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, DC 20231 on March 29, 2001.



Bonnie S. Gerwe

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

Applicant: Perry G. Vincent :
Serial No.: 09/750,948 : Group Art Unit:
Filed: December 28, 2000 : Examiner:
For: **SYSTEM AND METHOD FOR SUGGESTING INTERACTION STRATEGIES TO A CUSTOMER SERVICE REPRESENTATIVE**

INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, DC 20231

Dear Sir:

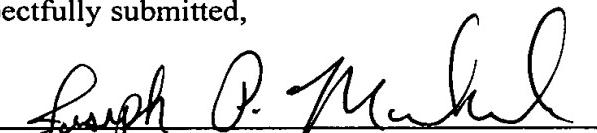
In accordance with 37 C.F.R. §§ 1.97 and 1.98 Applicant herewith submits certain patent references which the Patent & Trademark Office may wish to consider in examining the above-identified application. The references are listed on the attached Form PTO-1449.

Copies of the listed references are also provided. No representation is made or intended that a prior art search has been made or that no better art than that listed is available.

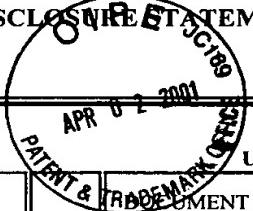
Please charge any fees required, or credit any overpayment, to Deposit Account No. 04-1133.

Respectfully submitted,

By


Joseph P. Mehrle
Registration No. 45,535
Attorney for Applicant
DINSMORE & SHOHL LLP
1900 Chemed Center
255 East Fifth Street
Cincinnati, OH 45202
(513) 977-8176

FORM PTO-1449	ATTY. DOCKET 23689-210 (Customer No. 24256)	SERIAL NO. 09/750,948
LIST OF PATENTS AND PUBLICATIONS FOR APPLICANT'S INFORMATION DISCLOSURE STATEMENT	APPLICANT Perry G. Vincent FILING DATE 12/28/00 FOR: SYSTEM AND METHOD FOR SUGGESTING INTERACTION STRATEGIES TO A CUSTOMER SERVICE REPRESENTATIVE	GROUP To Be Assigned



UNITED STATES LETTERS PATENT

FOREIGN PATENT DOCUMENTS

OTHER ART (INCLUDING AUTHOR, TITLE, DATE, PERTINENT PAGES, ETC.)

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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